



MAPIEN



PEOPLE MANAGEMENT CAPABILITIES TO SUPPORT THE INDEPENDENT **SCHOOLS SECTOR**

Mapien is Australia's most trusted Specialist People Consultancy offering bespoke workplace people solutions.

With over 30 years experience working with the Independent Schools industry, Mapien regularly provides a range of services to school sectors and stand alone schools.

Our knowledge of the industry means we are uniquely placed to provide tailored advice to you, to suit your School's culture, ethos and risk management policy. Our depth and breadth of experience in a variety of organisational settings, and particularly in a School context allows us to build meaningful business relationships, where schools feel comfortable we always have their best interests at heart.

We partner with School Executives by building trust and providing confidence, while delivering the people management outcomes that will best achieve the School's vision and mission.

Our priority is to deliver the people impact you need to enable your School's success.



Connect with us: hello@mapien.com.au | mapien.com.au



OUR CLIENTS

- All Saint's Anglican School
- Anglican Church Grammar School
- Anglican Diocese of North Queensland Schools
- Anglican School Commission – Southern Queensland
- Brisbane Boys College Parents & Friends Association
- Brisbane Grammar School
- Caloundra City Private School
- Calvary Christian College
- Cannon Hill Anglican College
- Canterbury College
- Christian Community Ministries Schools throughout Australia
- Coomera Anglican College
- Fraser Coast Anglican College
- Genesis Christian College
- John Paul College
- Matthew Flinders Anglican College



- Methodist Ladies' College
- Mt St Michael's College
- Mueller College
- Nowra Anglican College
- Ormiston College
- Oxley College
- Pedare Christian College
- Rockhampton Grammar School
- Sancta Sophia College
- St Aidan's Anglican Girls School
- St Hilda's Anglican School for Girls
- St Hilda's School
- St Joseph's Nudgee College
- St Laurence's College

- St Margaret's Anglican Girls School
- St Paul's School
- The Anglican Schools Commission
- The Anglican Schools Corporation
- The Cathedral School
- The Glennie School
- The Lakes College
- The Southport School
- Thomas Hassall Anglican College
- Toowoomba Anglican School
- Trinity Anglican School
- TSAC – Springfield Anglican College
- West Moreton Anglican College
- Whitsunday Anglican School



AREAS OF EXPERTISE

-  Workplace investigation services
-  Conflict resolution strategies
-  Enterprise bargaining services
-  Culture & leadership



MAPIEN'S KEY SERVICES

We solve people problems using experience, technical capability, data & behavioural science.

Mapien's specialist service areas include:

-  Behaviour & Performance
-  Culture & Leadership
-  Representation & Compliance
-  Strategy & Systems
-  Talent & Immigration



WORKPLACE INVESTIGATIONS

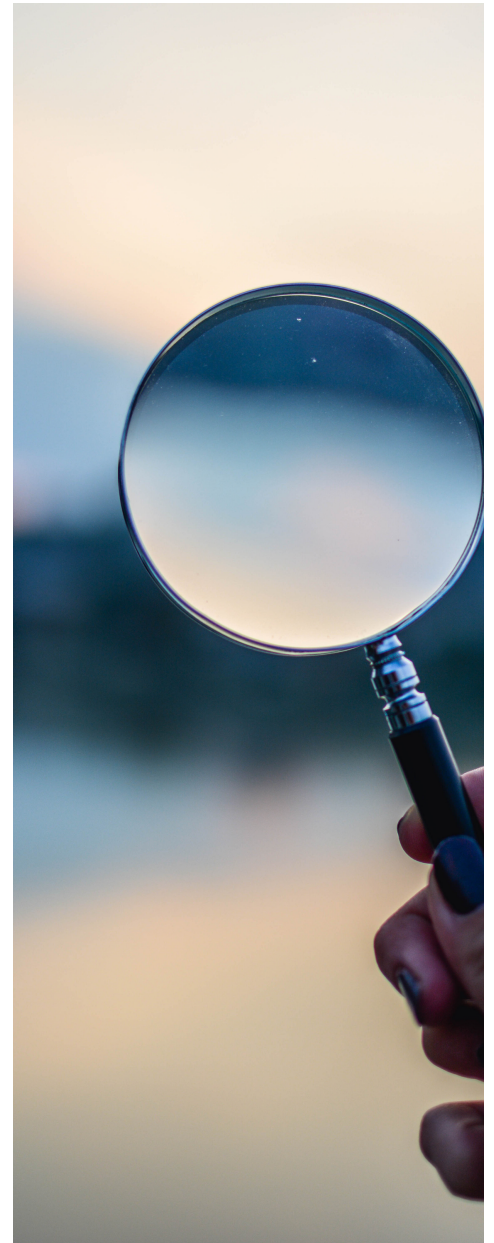
When responding to complaints and other workplace issues, a workplace investigation may be required. Mapien's education industry expertise means our investigators understand the particular context of a school & are experienced interviewing students and other members of the school community, and in advising on "non-legal" risks associated with workplace complaints and disputes.

Our workplace strategists assist employers with delicate issues including disciplinary investigations, sexual harassment, discrimination, bullying, and official misconduct (including fraud, stealing, violence etc); as well as conducting investigations to determine compliance with organisational policies and procedures.

You can feel secure knowing your investigations are:

- fair, equitable and respectful
- conducted by a qualified, experienced team who understand client's legislative and policy context
- detailed, reliable, credible

You'll receive a comprehensive, reliable analysis of the evidence (taking into consideration legal precedent where appropriate) and a detailed written report on which you can confidently take any appropriate action.



ENSURING YOUR PEOPLE MAKE A POSITIVE IMPACT TO THE WORKPLACE

CONFLICT RESOLUTION

Conflict resolution strategies include:

- Two person mediations and facilitated conversations
- Group facilitated conflict resolution
- Individual coaching
- Dysfunctional team development programs
- Team building workshops
- Appropriate workplace behaviour workshops
- Organisation/team reviews
- Report on management action



ENTERPRISE BARGAINING

Enterprise bargaining negotiations:

- Strategic, proactive approach
- establish clear objectives for the agreement
- advise on industry trends
- improve communication
- reduce unnecessary conflict
- effective employee consultation to ensure timely & accurate communication
- ensuring the agreement meets legislated and industrial requirements
- maintaining management freedom while accommodating employee requests for genuine workplace protection



PEOPLE, RELATIONSHIPS & COMMUNICATION ARE THE KEYS TO YOUR SUCCESS



CULTURE & LEADERSHIP

Mapien workplace strategists have years of experience guiding our education clients, providing clear direction through our psychology services; ensuring you can trust that the members of your team are highly capable & share your values.

Our insights are underpinned by proven tools, methodologies and research and our expertise includes:

- Change & Culture
- Coaching & Mentoring Programs
- Diversity, Inclusion & Flexibility
- Engagement, Measurement & Development
- Leadership Assessment & Development
- Team Building



ADDITIONAL OFFERINGS

SUBSCRIPTION MEMBERSHIP

Mapien's subscription memberships provide you with peace of mind, with an annual fee covering all general IR and HR queries.

You will have a sense of comfort knowing someone clearly understands the unique operational environment of your school and is available to respond to your queries.

Subscription memberships provide an opportunity for members of the Executive team to be coached and mentored on more specialised & complex IR & HR issues.

- HR/IR advice
- Award & agreement advice
- News updates
- Award supply service
- Working party representation

TRAINING PROGRAMS

Mapien's training programs are based on adult learning principals and are designed to provide participants with the appropriate strategies and tools to implement in their workplace. Our expert facilitators draw on personal experience and client "war stories" to ensure relevant, practical and tailored sessions.

Mapien's training programs cover topics across all areas of industrial relations, human resources & organisational development, including:

- Counselling & Discipline skills
- Leadership Development
- Workplace Discrimination & Harassment
- Workplace Investigation skills





RECENT PROJECTS

PARTNERING WITH SCHOOLS

Some examples of projects Mapien has undertaken in the independent schools sector are outlined below.

Principal & school leader evaluation:

In our experience, the relationship between Principals and their Board and the broader school leadership team has a tremendous impact on the effectiveness of school operations and taking the right steps to build/maintain enrolments.

We also appreciate the difficulty in capturing clear and consistent metrics to evaluate school effectiveness, and that of the Principal and broader school leadership teams.

Therefore, we can find ourselves helping schools undertake a fair, helpful, and holistic evaluation of Principal effectiveness to inform Board decision making and/or to help monitor progress toward execution of a school's strategic plan.

Psychometric profiling for school leaders:

For over 15 years, we have worked with schools to understand the psychological profile that will best fit with a specific role in the school.

Whether dealing with a unique role, candidate rich, or candidate poor marketplace, the inclusion of psychological profiling is a tremendous help to create an objective merit of order to guide decision making.

Not only does this help make the best possible decision, but helps to maximise objectivity in the face of situations that can arise rather regularly in schools in terms of:

- Internal applicants
- Friends, family, &/or friends of existing staff
- Previous staff members re-applying
- Verifying considerations that may have arisen across the school network





TOOLS & REVIEWS

NCCD reporting collection and analysis tool:

Our organisational development specialists use innovation & scientific approaches to resolve pain-points for our schools clients. Collecting accurate, detailed information for NCCD reporting is a stressful & costly pain-point for schools.

Inaccuracy in recording the intensity and frequency of adjustments for students can cost schools up to \$36,607 per student per year. This collection process is time consuming for teachers (keeping and submitting a manual record across a 10 week period), Heads of Special Education (no real-time feedback or summary of adjustments) and difficult to collate for the school’s NCCD Team involved in discerning the level of adjustment to be recorded on the NCCD.

INNOVATION & SCIENTIFIC APPROACHES TO RESOLVE SCHOOL PAIN POINTS

Our team of psychologists developed a tool that permits digital data collection directly aligned to the NCCD adjustment criteria.

- Provides real-time analysis of the frequency and intensity of adjustments
- Accurately predicts overall adjustment level (and in turn, the likely level of funding)
- The data collected can also be used as a valuable part of the Educational Adjustment Process (EAP)



Boarding house reviews:

Mapien have partnered with schools on review projects, including looking at the current state of School Boarding Houses and the perceived effectiveness of their operations.

Through interviewing representative samples of Boarding House stakeholders and observing the day to day operations of Boarding Houses, we were able to gather and analyse the data and summarise the findings to provide useful insights & recommendations.

Some of these included:

- Highlighting potential opportunities for improvement
- Consideration of cost saving opportunities
- Engagement & goal setting opportunities



PEOPLE IMPACT

Culture evaluation and development:

We appreciate the unique cultural drivers and impacts of schools that come with such a broad range of stakeholders who have a significant level of input into school operations.

Our experience also shows that in almost any situation, the level of commitment teachers show for their students means that no matter how challenging a culture can become, care and support for students remains at a high standard, even if it means the teaching and non-teaching staff and school leaders become exhausted by turning up for their students.



REAL-WORLD CULTURE TRANSFORMATION

When schools can tap into the exceptional levels of commitment & engagement with students, parents, carers & friends, the impact has a tremendous influence across engagement & industry reputation.

With our experience and background in school leadership & culture development, our approach ensures:

- Focus groups, interviews, and surveys are created with relateable language and at times that make sense for a school environment.
- Culture and engagement benchmarking is undertaken against Australian schools information.
- High touch communication in the preparation and implementation of any activity to evaluate or change culture to ensure all relevant stakeholders are informed, and involved, if helpful.
- Working with a school leaders and/or nominated staff members to build their capability and ensure our communication, questions, feedback, and action planning are aligned with the school context.



WHAT OUR CLIENTS SAY

I first worked with Mapien over a decade ago and at that time was so impressed with their support and service that I subsequently contracted their services when I moved to other organisations.

The College engaged Mapien for general industrial relations support, the enterprise bargaining process, performance management and mediation.



DR MARIE PERRY

Principal
Methodist Ladies' College

They have also provided efficient and effective HR management ensuring the College is supportive of all staff and compliant with the rules & regulatory requirements of the education sector.

Mapien's timely support across all HR functions has been invaluable to me.

At all times Mapien consultants conduct themselves in a professional, caring, interested and engaged manner and, in particular, Dr Joshua Shingles has been exemplary in his assistance to the College.

"I HAVE NO HESITATION IN RECOMMENDING MAPIEN TO OTHERS - THEY TAKE THE STRESS OUT OF STRESSFUL ISSUES"



ANTHONY MICALLEF

Headmaster
Brisbane Grammar School

Brisbane Grammar School (BGS) has been working with Mapien for over 15 years and we have consistently received thoughtful industrial advice.

Mapien supports us with our EBA negotiations, case management and industrial negotiations and provides industrial relations advice and research, and document review and creation.

They have helped us solve problems with performance management leading to separation and participating in the SBU.

MAPIEN CONSULTANTS ARE ALWAYS APPROACHABLE AND AVAILABLE TO OUR TEAM, AND THE ADVICE GIVEN IS BOTH TIMELY AND THOROUGHLY RESEARCHED





OUR TEAM

Mapiens are industry leading Workplace Strategists, committed to enabling the success of schools through their people.

Leaders in their field, our team are smart, personable, practical, reliable and most importantly, care about making a difference in your organisation.

We bring together expert practitioners with technical knowledge and education industry experience to create a bespoke team to best meet your needs.

Mapien Workplace Strategists are committed to ensuring your people make a positive impact to the workplace.



Nadia Taylor



Alex Aspromourgos



Ben Cooper



Joshua Shingles



Blake Redding



John McKenzie



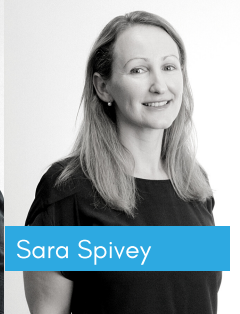
Katy Russell



Ashley Lynch



Ian Haslam



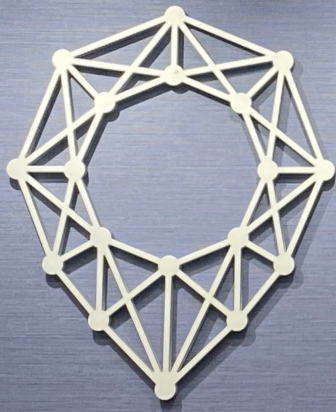
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MAPIEN

WORKPLACE STRATEGISTS

Advise • Implement • Represent